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FLEIT, KAIN, GIBBONS, GUTMAN, BONGINI
& BIANCO P.L.
ONE BOCA COMMERCE CENTER
551 NORTHWEST 77TH STREET, SUITE 111
BOCA RATON, FL 33487

EXAMINER	
NGUYEN, THUONG	

ART UNIT	PAPER NUMBER
2155	

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Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary	Application No.	Applicant(s)	
	10/002,685	LAGARDE ET AL.	
	Examiner	Art Unit	
	Thuong T. Nguyen	2155	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

1)☒ Responsive to communication(s) filed on *15 November 2001*.

2a)☐ This action is **FINAL**. 2b)☒ This action is non-final.

3)☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

4)☒ Claim(s) *1-70* is/are pending in the application.

4a) Of the above claim(s) _____ is/are withdrawn from consideration.

5)☐ Claim(s) _____ is/are allowed.

6)☒ Claim(s) *1-70* is/are rejected.

7)☐ Claim(s) _____ is/are objected to.

8)☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

9)☐ The specification is objected to by the Examiner.

10)☐ The drawing(s) filed on _____ is/are: a)☐ accepted or b)☐ objected to by the Examiner.

Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).

Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).

11)☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

12)☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).

a)☐ All b)☐ Some * c)☐ None of:

1.☐ Certified copies of the priority documents have been received.

2.☐ Certified copies of the priority documents have been received in Application No. _____.

3.☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

1) ☒ Notice of References Cited (PTO-892)
2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
3) ☒ Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08) Paper No(s)/Mail Date *9/19/02*.
4) ☐ Interview Summary (PTO-413) Paper No(s)/Mail Date. _____ .
5) ☐ Notice of Informal Patent Application (PTO-152)
6) ☐ Other: _____.

DETAILED ACTION

1. This action is in response to application 10/002685 filed 11/15/01. Claims 1-70 are pending and represent system, method and computer readable for accessing information using an instant messaging.

Claim Rejections - 35 USC § 112

2. The following is a quotation of the first paragraph of 35 U.S.C. 112:

> The specification shall contain a written description of the invention, and of the manner and process of making and using it, in such full, clear, concise, and exact terms as to enable any person skilled in the art to which it pertains, or with which it is most nearly connected, to make and use the same and shall set forth the best mode contemplated by the inventor of carrying out his invention.

3. Claim 1, 13, 25 are rejected under 35 U.S.C. 112, first paragraph, as failing to comply with the written description requirement. The claim(s) contains subject matter "portability" which was not described in the specification in such a way as to reasonably convey to one skilled in the relevant art that the inventor(s), at the time the application was filed, had possession of the claimed invention. Page 32, line 10; page 36, line 8, page 40, line 8.

4. Claim 67 rejected under 35 U.S.C. 112, first paragraph, as failing to comply with the written description requirement. The claim(s) contains subject matter " the request" which was not described in the specification in such a way as to reasonably convey to one skilled in the relevant art that the inventor(s), at the time the application was filed, had possession of the claimed invention. Page 56, line 11.

5. Any claim not specifically addressed is rejected by virtue of the dependency.

Claim Rejections - 35 USC § 102

6. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

> A person shall be entitled to a patent unless –
>
> (e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

7. Claims 1-70 are rejected under 35 U.S.C. 102(e) as being anticipated by Petrovykh Patent No. US 2002/055975 A1. Petrovykh teaches the invention as claimed including method and apparatus for intelligent routing of instant messaging presence protocol (IMPP) events among a group of customer service representatives (see abstract).

8. As to claim 1, Petrovykh teaches a system, comprising:

an interface to a plurality of mutually registered client messaging applications, wherein the interface is mutually registered with at least one of the plurality of client messaging applications (page 10, paragraph 110 & 112; page 11, paragraph 119; Petrovykh discloses the system that communicates with a plurality of users connected to the interface server for instant message type and status reports of the clients);

connecting with the interface, wherein the interface provides portability between the plurality of client messaging applications and the first application (page 7, paragraph 80; Petrovykh discloses that the system provided the portability between the customer interface such as Java script, X-Windows script, plug-in etc. for the instant message);

receiving a message from a client messaging application via the interface (page 7, paragraph 73; Petrovykh discloses that the system of receiving and registering a request from users which matches the intent of the user request from the instant message);

determining the destination of the message, wherein the destination is a third party application (page 11, paragraph 114; page 17, paragraph 177; Petrovykh discloses that the system which determined the third-party presence as being connected through the CSR);

selecting the third party application determined to be the destination of the message (page 12, paragraph 123; Petrovykh discloses that the system of selecting the third party as part of the callback preferences); and

transmitting the message to the third party application determined to be the destination of the message (page 14, paragraph 157; page 15, paragraph 158; Petrovykh discloses that the system of transmitting the instant message through the agent which perform a variety of tasks based on the client requested).

9. As to claim 2, Petrovykh teaches the system as recited in claim 1, comprises of receiving a message from a client messaging application via the interface, wherein the message includes a request for information (page 7, paragraph 73; Petrovykh discloses that the system of receiving and registering a request from user that matches the intent of the user request from the instant message).

10. As to claim 3, Petrovykh teaches the system as recited in claim 2, comprises enqueuing the message for transmission to the third party application determined to be

the destination of the message (page 7, paragraph 76; page 6, paragraph 70; Petrovykh discloses that the system displaying the status information which included queuing messaging).

11. As to claim 4, Petrovykh teaches the system as recited in claim 2, comprises:

receiving information from the third party application in a return message (page 8, paragraph 86; page 19, paragraph 200; Petrovykh discloses that the system of receiving the request from the user, which is the third party application; Petrovykh also discloses that the system which provided the intelligent routing for third-party hosted by IM messaging);

determining the destination of the return message, wherein the destination is a client messaging application (page 11, paragraph 114; page 17, paragraph 177; Petrovykh discloses that the system which determined the client messaging presence as being connected through the CSR);

selecting the client messaging application determined to be the destination of the message (page 12, paragraph 123; Petrovykh discloses that the system of selecting the client messaging as part of the callback preferences); and

transmitting the message to the client messaging application determined to be the destination of the message (page 14, paragraph 157; page 15, paragraph 158; Petrovykh discloses that the system of transmitting the instant message through the agent which perform a variety of tasks based on the client requested).

12. As to claim 5, Petrovykh teaches the system as recited in claim 4, comprises enqueuing the message for transmission to the client messaging application determined

to be the destination of the message (page 7, paragraph 76; page 6, paragraph 70; Petrovykh discloses that the system displaying the status information which included the queuing messaging).

13. As to claim 6, Petrovykh teaches the system as recited in claim 1, comprises an API for interfacing with a plurality of mutually registered client messaging applications and for registering with at least one of the plurality of client messaging applications (page 12, paragraph 128; Petrovykh discloses that the system comprised the API for the instant messaging service including client and server sides).

14. As to claim 7, Petrovykh teaches the system as recited in claim 4, comprises an API for translating the request for information to the third party application and for translating the return message to the client messaging application (page 8, paragraph 84; Petrovykh discloses that the system for compiled and skill levels, language preferences, ranking of the entire configuration of agent monitoring software) .

15. As to claim 8, Petrovykh teaches the system as recited in claim 1, wherein the client messaging application comprises an instant messaging application for sending and receiving instant messages (page 8, paragraph 88; page 11, paragraph 116; page 12, paragraph 132; Petrovykh discloses that the system to formulate the response of an instant message and combined the status information for the bi-directional messages).

16. As to claim 9, Petrovykh teaches the system as recited in claim 8, wherein the instant messaging application comprises any one of: Lotus Sametime Messaging; America Online Instant Messenger; MSN Messenger Service; Yahoo Messenger; ICQ; Jabber Instant Messaging; and a Telnet utility (page 9, paragraph 95; page 10,

paragraph 108; Petrovykh discloses that the system using multiple protocol such as MSN Messenger Service, ICQ).

17. As to claim 10, Petrovykh teaches the system as recited in claim 1, wherein the third party application comprises a messaging server (page 11, paragraph 114; Petrovykh discloses that the system for the third party presence service being used in communication center).

18. As to claim 11, Petrovykh teaches the system as recited in claim 10, wherein the messaging server comprises any one of: an IBM MQSeries server; a Microsoft Transaction server; a Lotus Domino server; and an LDAP utility (page 17, paragraph 183; Petrovykh discloses that the system for the IMPP service provider such as AOL IM service, IMPP service).

19. As to claim 12, Petrovykh teaches the system as recited in claim 4, wherein the third party application retrieves the requested information from any one of: a personal finance database; a stock market database; a personal contact database; a web site; an FTP site; and a gopher site (page 7, paragraph 74; Petrovykh discloses that the system which produced the status responded to the user which corresponding to the user requested).

20. As to claim 13, Petrovykh teaches the system, comprising:

an interface to a mutually registered client messaging application, wherein the interface is mutually registered the client messaging application (page 10, paragraph 110 & 112; page 11, paragraph 119; Petrovykh discloses the system that

communicates with a plurality of users connected to the interface server for instant message type and status reports of clients);

connecting with the interface, wherein the interface provides portability between the client messaging application and the first application (page 7, paragraph 80; Petrovykh discloses that the system provided the portability between the customer interface such as Java script, X-Windows script, plug-in etc. of the instant message);

receiving a message from the client messaging application via the interface (page 7, paragraph 73; Petrovykh discloses that the system of receiving and registering a request from user that matches the intent of the user request from the instant message);

determining the destination of the message, wherein the destination is one of a plurality of third party applications (page 11, paragraph 114; page 17, paragraph 177; Petrovykh discloses that the system which determined the third-party presence as being connected through the CSR);

selecting a third party application from the plurality of third party applications determined to be the destination of the message (page 12, paragraph 123; Petrovykh discloses that the system of selecting the client messaging as part of the callback preferences); and

transmitting the message to the third party application determined to be the destination of the message (page 14, paragraph 157; page 15, paragraph 158; Petrovykh discloses that the system of transmitting the instant message through the agent which perform a variety of tasks based on the client requested).

21. As to claim 14, Petrovykh teaches the system as recited in claim 13, comprises receiving a message from the client messaging application via the interface, wherein the message includes a request for information (page 7, paragraph 73; Petrovykh discloses that the system of receiving and registering a request from user that matches the intent of the user request from the instant message).

22. As to claim 15, Petrovykh teaches the system as recited in claim 13, comprises enqueuing the message for transmission to the third party application determined to be the destination of the message (page 7, paragraph 76; page 6, paragraph 70; Petrovykh discloses that the system displaying the status information which included queuing messaging).

23. As to claim 16, Petrovykh teaches the system as recited in claim 13, comprises

receiving information from the third party application in a return message (page 8, paragraph 86; page 19, paragraph 200; Petrovykh discloses that the system of receiving the request from the user, which is the third party application; Petrovykh also discloses that the system provided the intelligent routing for third-party hosted by IM messaging);

determining the destination of the return message, wherein the destination is the client messaging application (page 11, paragraph 114; page 17, paragraph 177; Petrovykh discloses that the system which determined the client messaging presence as being connected through the CSR);

selecting the client messaging application determined to be the destination of the message (page 12, paragraph 123; Petrovykh discloses that the system of selecting the client messaging as part of the callback preferences); and

transmitting the message to the client messaging application determined to be the destination of the message (page 14, paragraph 157; page 15, paragraph 158; Petrovykh discloses that the system of transmitting the instant message through the agent which perform a variety of tasks based on client requested).

24. As to claim 17, Petrovykh teaches the system as recited in claim 16, comprises enqueuing the message for transmission to the client messaging application determined to be the destination of the message (page 7, paragraph 76; page 6, paragraph 70; Petrovykh discloses that the system displaying the status information which included queuing messaging).

25. As to claim 18, Petrovykh teaches the system as recited in claim 13, comprises an API for interfacing with the client messaging application and for registering with the plurality of client messaging application (page 12, paragraph 128; Petrovykh discloses that the system comprised the API for the instant messaging service including client and server sides).

26. As to claim 19, Petrovykh teaches the system as recited in claim 16, comprises an API for translating the request for information to the third party application determined to be the destination of the message and for translating the return message to the client messaging application (page 8, paragraph 84; Petrovykh discloses that the

system for compiled and skill levels, language preferences, ranking of the entire configuration of agent monitoring software).

27. As to claim 20, Petrovykh teaches the system as recited in claim 13, wherein the client messaging application comprises an instant messaging application for sending and receiving instant messages (page 8, paragraph 88; page 11, paragraph 116; page 12, paragraph 132; Petrovykh discloses that the system to formulate the response of an instant message and combined the status information for the bi-directional messages).

28. As to claim 21, Petrovykh teaches the system as recited in claim 20, wherein the instant messaging application comprises any one of: Lotus Sametime Messaging; America Online Instant Messenger; MSN Messenger Service; Yahoo Messenger; ICQ; Jabber Instant Messaging; and a Telnet utility (page 9, paragraph 95; page 10, paragraph 108; Petrovykh discloses that the system using multiple protocol such as MSN Messenger Service, ICQ).

29. As to claim 22, Petrovykh teaches the system as recited in claim 13, wherein each of the plurality of third party applications comprise a messaging server (page 11, paragraph 114; Petrovykh discloses that the system for the third party presence service being used in communication center).

30. As to claim 23, Petrovykh teaches the system as recited in claim 22, wherein the messaging server comprises any one of: an IBM MQSeries server; a Microsoft Transaction server; a Lotus Domino server; and an LDAP utility (page 17, paragraph 183; Petrovykh discloses that the system for the IMPP service provider such as AOL IM service, IMPP service).

31. As to claim 24, Petrovykh teaches the system as recited in claim 16, wherein each of the plurality of third party applications retrieve the requested information from any one of: a personal finance database; a stock market database; a personal contact database; a web site; an FTP site; and a gopher site (page 7, paragraph 74; Petrovykh discloses that the system which produced the status responded to the user which corresponding to the user requested).

32. As to claim 25, Petrovykh teaches the system, comprising:

an interface to a plurality of mutually registered client messaging applications, wherein the interface is mutually registered with at least one of the plurality of client messaging applications (page 10, paragraph 110 & 112; page 11, paragraph 119; Petrovykh discloses the system that communicates with a plurality of users connected to the interface server for instant message type and status reports of the clients);

connecting with the interface, wherein the interface provides portability between the plurality of client messaging applications and the first application (page 7, paragraph 80; Petrovykh discloses that the system provided the portability between the customer interface such as Java script, X-Windows script, plug-in etc. for the instant message);

receiving a message from a client messaging application via the interface (page 7, paragraph 73; Petrovykh discloses that the system of receiving and registering a request from users which matches the intent of the user request from the instant message);

determining the destination of the message, wherein the destination is one of a plurality of third party applications (page 11, paragraph 114; page 17, paragraph 177;

Petrovykh discloses that the system which determined the third-party presence as being connected through the CSR);

selecting one of a plurality of third party applications determined to be the destination of the message (page 12, paragraph 123; Petrovykh discloses that the system of selecting the third party as part of the callback preferences); and

transmitting the message to the third party application determined to be the destination of the message (page 14, paragraph 157; page 15, paragraph 158; Petrovykh discloses that the system of transmitting the instant message through the agent which perform a variety of tasks based on the client requested).

33. As to claim 26, Petrovykh teaches the system as recited in claim 25, comprises receiving a message from one of a plurality of client messaging applications via the interface, wherein the message includes a request for information (page 7, paragraph 73; Petrovykh discloses that the system of receiving and registering a request from user that matches the intent of the user request from the instant message).

34. As to claim 27, Petrovykh teaches the system as recited in claim 26, comprises enqueuing the message for transmission to the third party application determined to be the destination of the message (page 7, paragraph 76; page 6, paragraph 70; Petrovykh discloses that the system displaying the status information which included queuing messaging).

35. As to claim 28, Petrovykh teaches the system as recited in claim 26, comprises:

receiving information from the third party application in a return message (page 8, paragraph 86; page 19, paragraph 200; Petrovykh discloses that the system of

receiving the request from the user, which is the third party application; Petrovykh also discloses that the system which provided the intelligent routing for third-party hosted by IM messaging);

determining the destination of the return message, wherein the destination is one of a plurality of client messaging applications (page 11, paragraph 114; page 17, paragraph 177; Petrovykh discloses that the system which determined the client messaging presence as being connected through the CSR);

selecting the client messaging application determined to be the destination of the message (page 12, paragraph 123; Petrovykh discloses that the system of selecting the client messaging as part of the callback preferences); and

transmitting the message to the client messaging application determined to be the destination of the message (page 14, paragraph 157; page 15, paragraph 158; Petrovykh discloses that the system of transmitting the instant message through the agent which perform a variety of tasks based on the client requested).

36. As to claim 29, Petrovykh teaches the system as recited in claim 28, comprises enqueuing the message for transmission to the client messaging application determined to be the destination of the message (page 7, paragraph 76; page 6, paragraph 70; Petrovykh discloses that the system displaying the status information which included the queuing messaging).

37. As to claim 30, Petrovykh teaches the system as recited in claim 25, comprises an API for interfacing with a plurality of mutually registered client messaging applications and for registering with at least one of the plurality of client messaging

applications (page 12, paragraph 128; Petrovykh discloses that the system comprised the API for the instant messaging service including client and server sides).

38. As to claim 31, Petrovykh teaches the system as recited in claim 28, comprises an API for translating the request for information to the third party application determined to be the destination of the message and for translating the return message to the client messaging application determined to be the destination of the message (page 8, paragraph 84; Petrovykh discloses that the system for compiled and skill levels, language preferences, ranking of the entire configuration of agent monitoring software).

39. As to claim 32, Petrovykh teaches the system as recited in claim 25, wherein each of the plurality of client messaging applications comprise an instant messaging application for sending and receiving instant messages (page 8, paragraph 88; page 11, paragraph 116; page 12, paragraph 132; Petrovykh discloses that the system to formulate the response of an instant message and combined the status information for the bi-directional messages).

40. As to claim 33, Petrovykh teaches the system as recited in claim 32, wherein the instant messaging application comprises any one of: Lotus Sametime Messaging; America Online Instant Messenger; MSN Messenger Service; Yahoo Messenger; ICQ; Jabber Instant Messaging; and a Telnet utility (page 9, paragraph 95; page 10, paragraph 108; Petrovykh discloses that the system using multiple protocol such as MSN Messenger Service, ICQ).

41. As to claim 34, Petrovykh teaches the system as recited in claim 25, wherein each of the plurality of third party applications comprise a messaging server (page 11, paragraph 114; Petrovykh discloses that the system for the third party presence service being used in communication center).

42. As to claim 35, Petrovykh teaches the system as recited in claim 34, wherein the messaging server comprises any one of: an IBM MQSeries server; a Microsoft Transaction server; a Lotus Domino server; and an LDAP utility (page 17, paragraph 183; Petrovykh discloses that the system for the IMPP service provider such as AOL IM service, IMPP service).

43. As to claim 36, Petrovykh teaches the system as recited in claim 28, wherein each of the plurality of third party applications retrieve the requested information from any one of: a personal finance database; a stock market database; a personal contact database; a web site; an FTP site; and a gopher site (page 7, paragraph 74; Petrovykh discloses that the system which produced the status responded to the user which corresponding to the user requested).

44. As to claim 37, Petrovykh teaches the method, comprising:

registering with at least one of a plurality of client messaging applications (page 10, paragraph 110 & 112; page 11, paragraph 119; Petrovykh discloses the method that communicates with a plurality of users connected to the interface server for instant message type and status reports of the clients);

receiving a message from one of a plurality of client messaging applications (page 7, paragraph 73; Petrovykh discloses that the method of receiving and registering

a request from users which matches the intent of the user request from the instant message);

determining the destination of the message, wherein the destination is a third party application (page 11, paragraph 114; page 17, paragraph 177; Petrovykh discloses that the method which determined the third-party presence as being connected through the CSR);

selecting the third party application determined to be the destination of the message (page 12, paragraph 123; Petrovykh discloses that the method of selecting the third party as part of the callback preferences); and

transmitting the message to the third party application determined to be the destination of the message (page 14, paragraph 157; page 15, paragraph 158; Petrovykh discloses that the method of transmitting the instant message through the agent which perform a variety of tasks based on the client requested).

45. As to claim 38, Petrovykh teaches the method as recited in claim 37, comprises receiving a message from one of a plurality of client messaging applications, wherein the message includes a request for information (page 7, paragraph 73; Petrovykh discloses that the method of receiving and registering a request from user that matches the intent of the user request from the instant message).

46. As to claim 39, Petrovykh teaches the method as recited in claim 37, comprises enqueuing the message for transmission to the third party application determined to be the destination of the message (page 7, paragraph 76; page 6, paragraph 70; Petrovykh

discloses that the method displaying the status information which included queuing messaging).

47. As to claim 40, Petrovykh teaches the method as recited in claim 37, comprising:

receiving information from the third party application in a return message (page 8, paragraph 86; page 19, paragraph 200; Petrovykh discloses that the method of receiving the request from the user, which is the third party application; Petrovykh also discloses that the method which provided the intelligent routing for third-party hosted by IM messaging);

determining the destination of the return message, wherein the destination is one of a plurality of client messaging applications (page 11, paragraph 114; page 17, paragraph 177; Petrovykh discloses that the method which determined the client messaging presence as being connected through the CSR);

selecting the client messaging application determined to be the destination of the message (page 12, paragraph 123; Petrovykh discloses that the method of selecting the client messaging as part of the callback preferences); and

transmitting the message to the client messaging application determined to be the destination of the message (page 14, paragraph 157; page 15, paragraph 158; Petrovykh discloses that the method of transmitting the instant message through the agent which perform a variety of tasks based on the client requested).

48. As to claim 41, Petrovykh teaches the method as recited in claim 40, comprises enqueuing the message for transmission to the client messaging application determined to be the destination of the message (page 7, paragraph 76; page 6, paragraph 70;

Petrovykh discloses that the method displaying the status information which included queuing messaging).

49. As to claim 42, Petrovykh teaches the method as recited in claim 37, comprises receiving, via an API, a message from one of a plurality of client messaging applications, wherein the API interfaces with the plurality of mutually registered client messaging applications and registers with at least one of the plurality of client messaging applications (page 12, paragraph 128; Petrovykh discloses that the method comprised the API for the instant messaging service including client and server sides).

50. As to claim 43, Petrovykh teaches the method as recited in claim 40, comprises translating, by an API, the request for information to the third party application (page 8, paragraph 84; Petrovykh discloses that the method for compiled and skill levels, language preferences, ranking of the entire configuration of agent monitoring software).

51. As to claim 44, Petrovykh teaches the method as recited in claim 43, comprises translating, by the API, the return message to the client messaging application (page 8, paragraph 84; Petrovykh discloses that the method for compiled and skill levels, language preferences, ranking of the entire configuration of agent monitoring software).

52. As to claim 45, Petrovykh teaches the method as recited in claim 37, wherein each of the plurality of client messaging applications comprise an instant messaging application for sending and receiving instant messages (page 8, paragraph 88; page 11, paragraph 116; page 12, paragraph 132; Petrovykh discloses that the method to formulate the response of an instant message and combined the status information for the bi-directional messages).

53. As to claim 46, Petrovykh teaches the method as recited in claim 45, wherein the instant messaging application comprises any one of: Lotus Sametime Messaging; America Online Instant Messenger; MSN Messenger Service; Yahoo Messenger; ICQ; Jabber Instant Messaging; and a Telnet utility (page 9, paragraph 95; page 10, paragraph 108; Petrovykh discloses that the method using multiple protocol such as MSN Messenger Service, ICQ).

54. As to claim 47, Petrovykh teaches the method as recited in claim 37, wherein the third party application comprises a messaging server (page 11, paragraph 114; Petrovykh discloses that the method for the third party presence service being used in communication center).

55. As to claim 48, Petrovykh teaches the method as recited in claim 47, wherein the messaging server comprises any one of: an IBM MQSeries server; a Microsoft Transaction server; a Lotus Domino server; and an LDAP utility (page 17, paragraph 183; Petrovykh discloses that the method for the IMPP service provider such as AOL IM service, IMPP service).

56. As to claim 49, Petrovykh teaches the method as recited in claim 40, wherein the third party application retrieves the requested information from any one of: a personal finance database; a stock market database; a personal contact database; a web site; an FTP site; and a gopher site (page 7, paragraph 74; Petrovykh discloses that the method which produced the status responded to the user which corresponding to the user requested).

57. As to claim 50, Petrovykh teaches the method, comprising:

registering with a client messaging application (page 10, paragraph 110 & 112; page 11, paragraph 119; Petrovykh discloses the method that communicates with a plurality of users connected to the interface server for instant message type and status reports of the clients);

receiving a message from the client messaging application (page 7, paragraph 73; Petrovykh discloses that the method of receiving and registering a request from users which matches the intent of the user request from the instant message);

determining the destination of the message, wherein the destination is one of a plurality of third party applications (page 11, paragraph 114; page 17, paragraph 177; Petrovykh discloses that the method which determined the third-party presence as being connected through the CSR);

selecting the third party application determined to be the destination of the message (page 12, paragraph 123; Petrovykh discloses that the method of selecting the third party as part of the callback preferences); and

transmitting the message to the third party application determined to be the destination of the message (page 14, paragraph 157; page 15, paragraph 158; Petrovykh discloses that the method of transmitting the instant message through the agent which perform a variety of tasks based on the client requested).

58. As to claim 51, Petrovykh teaches the method, comprising:

registering with at least one of a plurality of client messaging applications (page 10, paragraph 110 & 112; page 11, paragraph 119; Petrovykh discloses the method

that communicates with a plurality of users connected to the interface server for instant message type and status reports of the clients);

receiving a message from one of a plurality of client messaging applications (page 7, paragraph 73; Petrovykh discloses that the method of receiving and registering a request from users which matches the intent of the user request from the instant message);

determining the destination of the message, wherein the destination is one of a plurality of third party applications (page 11, paragraph 114; page 17, paragraph 177; Petrovykh discloses that the method which determined the third-party presence as being connected through the CSR);

selecting the third party application determined to be the destination of the message (page 12, paragraph 123; Petrovykh discloses that the method of selecting the third party as part of the callback preferences); and

transmitting the message to the third party application determined to be the destination of the message (page 14, paragraph 157; page 15, paragraph 158; Petrovykh discloses that the method of transmitting the instant message through the agent which perform a variety of tasks based on the client requested).

59. As to claim 52, Petrovykh teaches the computer readable, comprising:

registering with at least one of the plurality of client messaging applications (page 10, paragraph 110 & 112; page 11, paragraph 119; Petrovykh discloses the computer readable that communicates with a plurality of users connected to the interface server for instant message type and status reports of the clients);

receiving a message from one of the plurality of client messaging applications (page 7, paragraph 73; Petrovykh discloses that the computer readable of receiving and registering a request from users which matches the intent of the user request from the instant message);

determining the destination of the message, wherein the destination is a third party application (page 11, paragraph 114; page 17, paragraph 177; Petrovykh discloses that the computer readable which determined the third-party presence as being connected through the CSR);

selecting the third party application determined to be the destination of the message (page 12, paragraph 123; Petrovykh discloses that the computer readable of selecting the third party as part of the callback preferences); and

transmitting the message to the third party application determined to be the destination of the message (page 14, paragraph 157; page 15, paragraph 158; Petrovykh discloses that the computer readable of transmitting the instant message through the agent which perform a variety of tasks based on the client requested).

60. As to claim 53, Petrovykh teaches the computer readable as recited in claim 52, comprises receiving a message from one of the plurality of client messaging applications, wherein the message includes a request for information (page 7, paragraph 73; Petrovykh discloses that the computer readable of receiving and registering a request from user that matches the intent of the user request from the instant message).

61. As to claim 54, Petrovykh teaches the computer readable as recited in claim 53, comprises enqueuing the message for transmission to the third party application determined to be the destination of the message (page 7, paragraph 76; page 6, paragraph 70; Petrovykh discloses that the computer readable displaying the status information which included queuing messaging).

62. As to claim 55, Petrovykh teaches the computer readable as recited in claim 53, comprising:

receiving information from the third party application in a return message (page 8, paragraph 86; page 19, paragraph 200; Petrovykh discloses that the method of receiving the request from the user, which is the third party application; Petrovykh also discloses that the computer readable which provided the intelligent routing for third-party hosted by IM messaging);

determining the destination of the return message, wherein the destination is one of the plurality of client messaging applications (page 11, paragraph 114; page 17, paragraph 177; Petrovykh discloses that the computer readable which determined the client messaging presence as being connected through the CSR);

selecting the client messaging application determined to be the destination of the message (page 12, paragraph 123; Petrovykh discloses that the computer readable of selecting the client messaging as part of the callback preferences); and

transmitting the message to the client messaging application determined to be the destination of the message (page 14, paragraph 157; page 15, paragraph 158;

Petrovykh discloses that the computer readable of transmitting the instant message through the agent which perform a variety of tasks based on the client requested).

63. As to claim 56, Petrovykh teaches the computer readable as recited in claim 55, comprises enqueuing the message for transmission to the client messaging application determined to be the destination of the message (page 7, paragraph 76; page 6, paragraph 70; Petrovykh discloses that the computer readable displaying the status information which included queuing messaging).

64. As to claim 57, Petrovykh teaches the computer readable as recited in claim 52, comprises receiving, via an API, a message from one of a plurality of client messaging applications, wherein the API interfaces with the plurality of mutually registered client messaging applications and registers with at least one of the plurality of client messaging applications (page 12, paragraph 128; Petrovykh discloses that the computer readable comprised the API for the instant messaging service including client and server sides).

65. As to claim 58, Petrovykh teaches the computer readable as recited in claim 55, comprises translating, by an API, the request for information to the third party application (page 8, paragraph 84; Petrovykh discloses that the computer readable for compiled and skill levels, language preferences, ranking of the entire configuration of agent monitoring software)..

66. As to claim 59, Petrovykh teaches the computer readable as recited in claim 58, comprises translating, by the API, the return message to the client messaging application determined to be the destination of the message (page 8, paragraph 84;

Petrovykh discloses that the computer readable for compiled and skill levels, language preferences, ranking of the entire configuration of agent monitoring software)..

67. As to claim 60, Petrovykh teaches the computer readable as recited in claim 52, wherein the client messaging application comprises an instant messaging application for sending and receiving instant messages (page 8, paragraph 88; page 11, paragraph 116; page 12, paragraph 132; Petrovykh discloses that the computer readable to formulate the response of an instant message and combined the status information for the bi-directional messages).

68. As to claim 61, Petrovykh teaches the computer readable as recited in claim 60, wherein the instant messaging application comprises any one of: Lotus Sametime Messaging; America Online Instant Messenger; MSN Messenger Service; Yahoo Messenger; ICQ; Jabber Instant Messaging; and a Telnet utility (page 9, paragraph 95; page 10, paragraph 108; Petrovykh discloses that the computer readable using multiple protocol such as MSN Messenger Service, ICQ).

69. As to claim 62, Petrovykh teaches the computer readable as recited in claim 52, wherein the third party application comprises a messaging server (page 11, paragraph 114; Petrovykh discloses that the computer readable for the third party presence service being used in communication center).

70. As to claim 63, Petrovykh teaches the computer readable as recited in claim 62, wherein the messaging server comprises any one of: an IBM MQSeries server; a Microsoft Transaction server; a Lotus Domino server; and an LDAP utility (page 17,

paragraph 183; Petrovykh discloses that the computer readable for the IMPP service provider such as AOL IM service, IMPP service).

71. As to claim 64, Petrovykh teaches the computer readable as recited in claim 55, wherein the third party application retrieves the requested information from any one of: a personal finance database; a stock market database; a personal contact database; a web site; an FTP site; and a gopher site (page 7, paragraph 74; Petrovykh discloses that the computer readable which produced the status responded to the user which corresponding to the user requested).

72. As to claim 65, Petrovykh teaches the computer readable, comprising:

registering with the client messaging application (page 10, paragraph 110 & 112; page 11, paragraph 119; Petrovykh discloses the computer readable that communicates with a plurality of users connected to the interface server for instant message type and status reports of the clients);

receiving a message from the client messaging application (page 7, paragraph 73; Petrovykh discloses that the computer readable of receiving and registering a request from users which matches the intent of the user request from the instant message);

determining the destination of the message, wherein the destination is one of the plurality of third party applications (page 11, paragraph 114; page 17, paragraph 177; Petrovykh discloses that the computer readable which determined the third-party presence as being connected through the CSR);

selecting the third party application determined to be the destination of the message (page 12, paragraph 123; Petrovykh discloses that the computer readable of selecting the third party as part of the callback preferences); and

transmitting the message to the third party application determined to be the destination of the message (page 14, paragraph 157; page 15, paragraph 158; Petrovykh discloses that the computer readable of transmitting the instant message through the agent which perform a variety of tasks based on the client requested).

73. As to claim 66, Petrovykh teaches the computer readable, comprising:

registering with at least one of the plurality of client messaging applications (page 10, paragraph 110 & 112; page 11, paragraph 119; Petrovykh discloses the computer readable that communicates with a plurality of users connected to the interface server for instant message type and status reports of the clients);

receiving a message from one of the plurality of client messaging applications (page 7, paragraph 73; Petrovykh discloses that the computer readable of receiving and registering a request from users which matches the intent of the user request from the instant message);

determining the destination of the message, wherein the destination is one of the plurality of third party applications (page 11, paragraph 114; page 17, paragraph 177; Petrovykh discloses that the computer readable which determined the third-party presence as being connected through the CSR);

selecting the third party application determined to be the destination of the message (page 12, paragraph 123; Petrovykh discloses that the computer readable of selecting the third party as part of the callback preferences); and

transmitting the message to the third party application determined to be the destination of the message (page 14, paragraph 157; page 15, paragraph 158; Petrovykh discloses that the computer readable of transmitting the instant message through the agent which perform a variety of tasks based on the client requested).

74. As to claim 67, Petrovykh teaches the method, comprising:

registering with at least one of a plurality of instant messaging applications (page 10, paragraph 110 & 112; page 11, paragraph 119; Petrovykh discloses the method that communicates with a plurality of users connected to the interface server for instant message type and status reports of the clients);

receiving from an instant messaging application an instant message including a request for information (page 7, paragraph 73; Petrovykh discloses that the method of receiving and registering a request from users which matches the intent of the user request from the instant message);

determining the destination of the instant message, wherein the destination is a third party application (page 11, paragraph 114; page 17, paragraph 177; Petrovykh discloses that the method which determined the third-party presence as being connected through the CSR);

selecting the third party application determined to be the destination of the message (page 12, paragraph 123; Petrovykh discloses that the method of selecting the third party as part of the callback preferences);

translating the request for information in the instant message into a request for information compatible with the third party application determined to be the destination of the instant message (page 14, paragraph 157; page 15, paragraph 158; Petrovykh discloses that the method of transmitting the instant message through the agent which perform a variety of tasks based on the client requested).; and

transmitting the translated request for information to the third party application, wherein the third party application processes the translated request for information (page 8, paragraph 84; Petrovykh discloses that the method for compiled and skill levels, language preferences, ranking of the entire configuration of agent monitoring software).

75. As to claim 68, Petrovykh teaches the method as recited in claim 67, comprises enqueuing the message for transmission to the third party application determined to be the destination of the message (page 7, paragraph 76; page 6, paragraph 70; Petrovykh discloses that the method displaying the status information which included queuing messaging).

76. As to claim 69, Petrovykh teaches the method as recited in claim 67, comprises receiving from an instant messaging application an instant message including a request for information (page 7, paragraph 73; Petrovykh discloses that the method of receiving

and registering a request from user that matches the intent of the user request from the instant message).

77. As to claim 70, Petrovykh teaches the method as recited in claim 67, comprising:

receiving information from the third party application (page 8, paragraph 86; page 19, paragraph 200; Petrovykh discloses that the method of receiving the request from the user, which is the third party application; Petrovykh also discloses that the method which provided the intelligent routing for third-party hosted by IM messaging);

generating an instant message including the received information (page 12, paragraph 123; Petrovykh discloses that the method of generating the client messaging as part of the callback preferences); and

sending the generated instant message to the instant messaging application (page 14, paragraph 157; page 15, paragraph 158; Petrovykh discloses that the method of sending the instant message through the agent which perform a variety of tasks based on the client requested).

Contact Information

78. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Thuong (Tina) Nguyen whose telephone number is (571) 272-3864. The examiner can normally be reached on Monday thru Friday, 7:30 am to 4:30 pm.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Seleh Najjar can be reached on (571) 272-4006. The fax number for the organization where this application or proceeding is assigned is 571-273-8300.

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Thuong Nguyen

Patent Examiner/ Art Unit 2155

SALEH NAJJAR
PRIMARY EXAMINER